



Customer Satisfaction Survey Development Services

2013-2014 Annual Report

November 26, 2014

Survey Background and Summary

In November 2013, the City of Norman began a process of surveying non-residential building permit applicants in an effort to collect input and enhance customer service for customers utilizing the Development Services Division. Each month, individual contacts listed on the building permit for project receiving a Certificate of Occupancy were emailed a link to a 32-question online survey which gathered both demographic data and input/ratings related to building permitting, individual inspections, and overall experience with the building process in Norman. Additionally, the survey gathered customer comparisons of Norman's processes versus those in other communities.

The following data relays the results of the report from November 13, 2013 to November 4, 2014. Over 230 individual surveys were sent, with 37 responses received (15.9% response rate). From staff research, response rates over 12% are generally above average compared to similar surveys submitted in other communities. .

Generally, the survey results were positive. The largest number of survey respondents were general contractors (56.7% of the respondents). About 68% of the respondents had worked in Norman a minimum of 10 years.

The highest ratings from survey respondents came in the areas of:

- helpfulness and professionalism of the front counter permit technicians
- helpfulness and professionalism of the plans examiners
- professional demeanor of inspectors

The lowest ratings in the survey came in the areas of:

- speed of the application review process
- timeliness of inspections
- overall experience with electrical inspections.

Survey respondents also ranked Norman "About the Same As Other Cities" in the areas of

- cost of building review fee,
- length of permitting and inspection process,
- permitting and inspection process requirements
- consistency in building code interpretation.

Norman ranked "Better Than Most Cities" in the category of professionalism of the entire staff.

Three categories that ranked as top priorities from survey respondents for continuing quality of the building inspection process include:

- consistent interpretation of codes
- willingness of the inspector to consider alternatives
- definite times when requested inspections will take place

Respondents that requested contact from the Development Coordinator received a return phone call to discuss issues or other items related to their permitting process. Any information and/or issues were related to the appropriate Department Director.

The following pages provide statistical information related to the survey results.

Survey Statistics and Service/Process Ratings

Survey Response Rate

- Number of Surveys Submitted (between Nov. 18, 2013 and Nov. 4, 2014): **232**
- Number of Individual Responses (between Nov. 18, 2013 and Nov. 4, 2014): **37**
- Response Rate: **15.9%**
- Number of Respondents Requesting Follow-Up Call: **9**

Demographic Statistics

Years Performing Work in Norman

- 0-4 years – 21.62%
- 5-9 years – 10.81%
- 10-14 years – 29.73%
- 15-19 years – 8.11%
- 20+ years – 29.73%

Role in Project Development

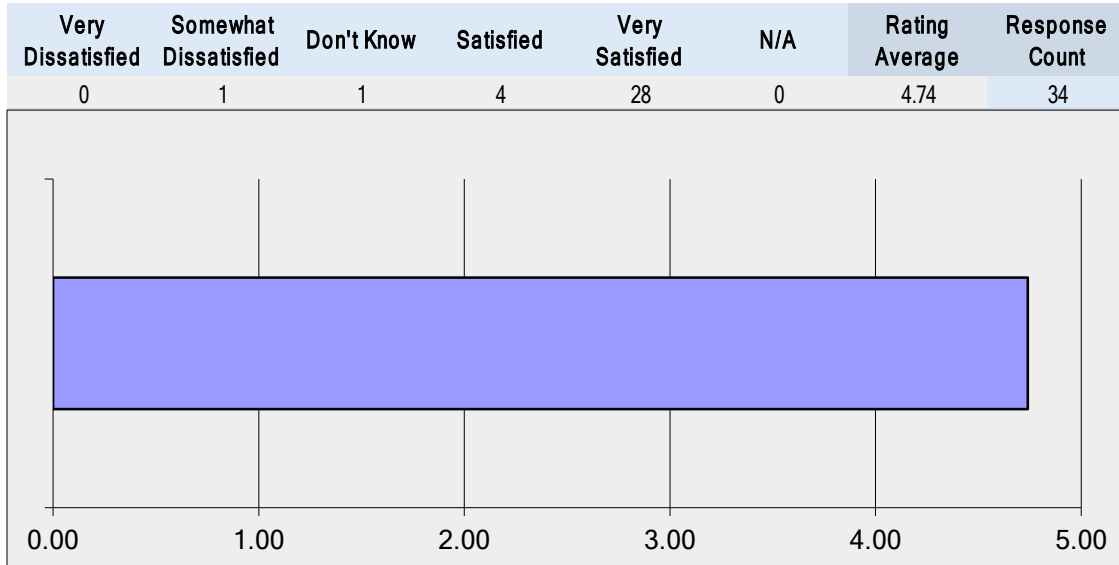
- General contractor – 56.76%
- Sub-contractor – 2.70%
- Project owner – 24.32%
- Other – 24.32%

Types of Inspections Performed on Project

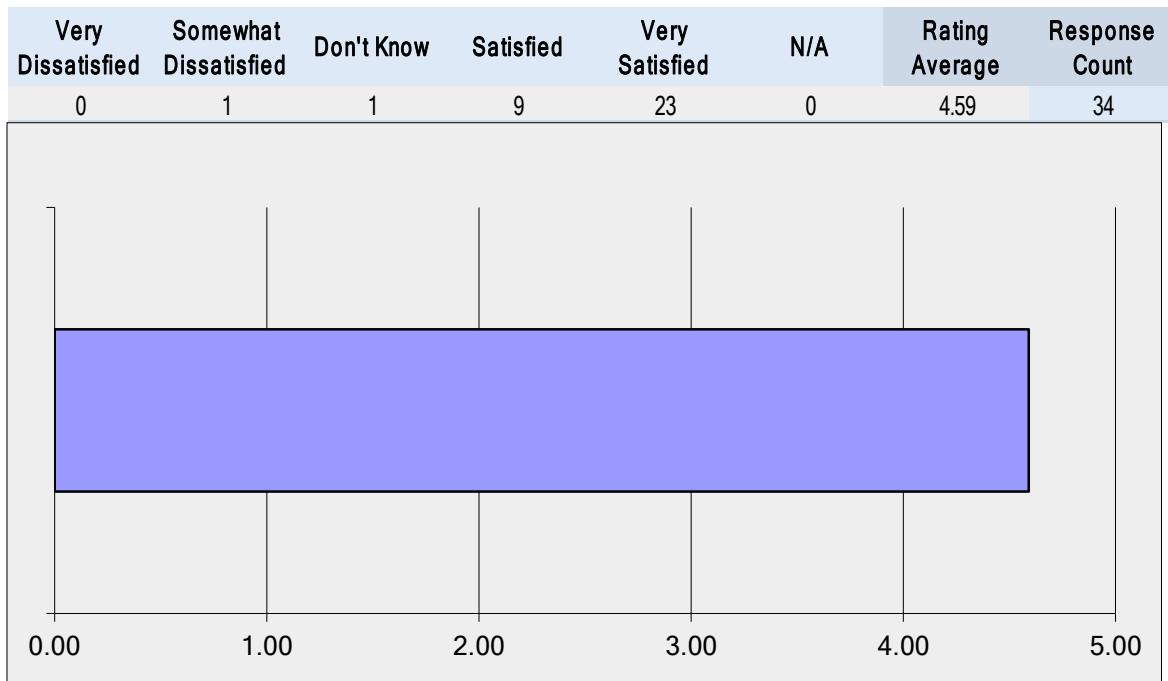
- Building – 45.95%
- Electrical – 37.84%
- Plumbing – 29.73%
- Mechanical – 32.43%
- Fire – 37.84%
- All of the above – 70.27%

Ratings for Staff Services and Process Requirements

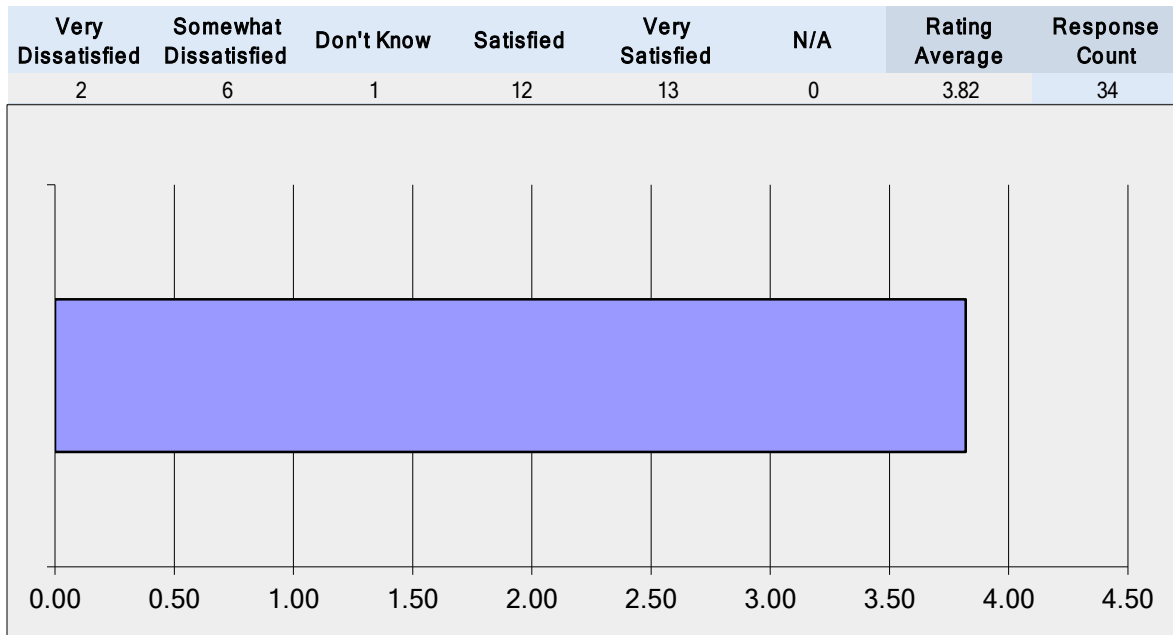
Helpfulness and Professionalism of the Front Counter Permit Technicians



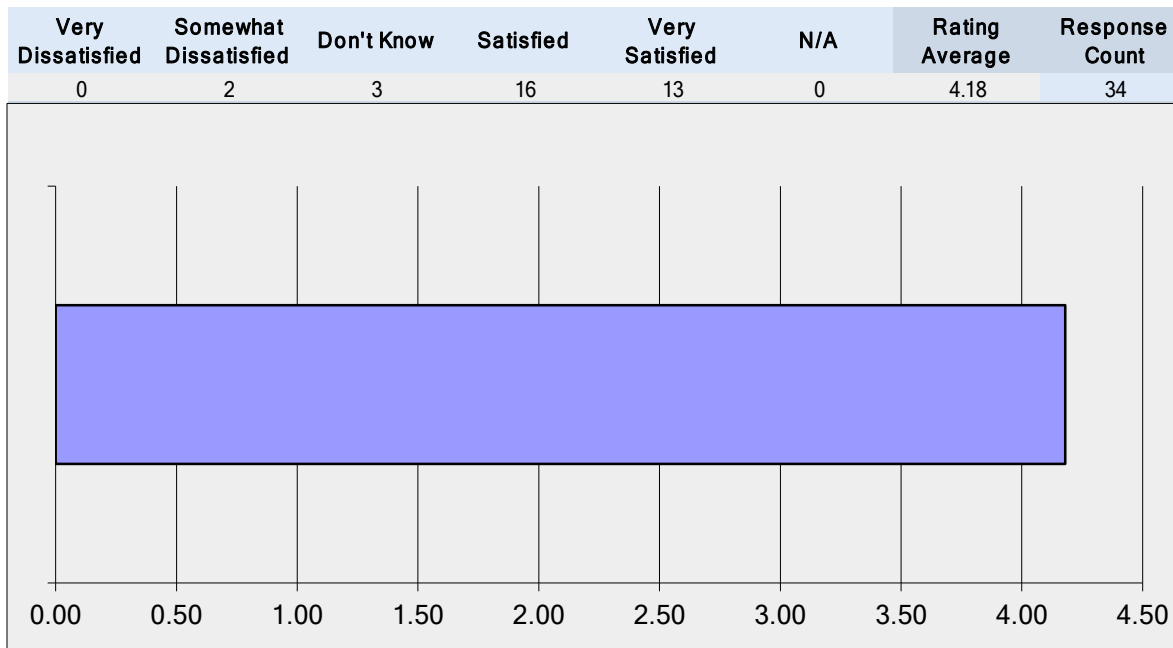
Helpfulness and Professionalism of the Plans Examiners



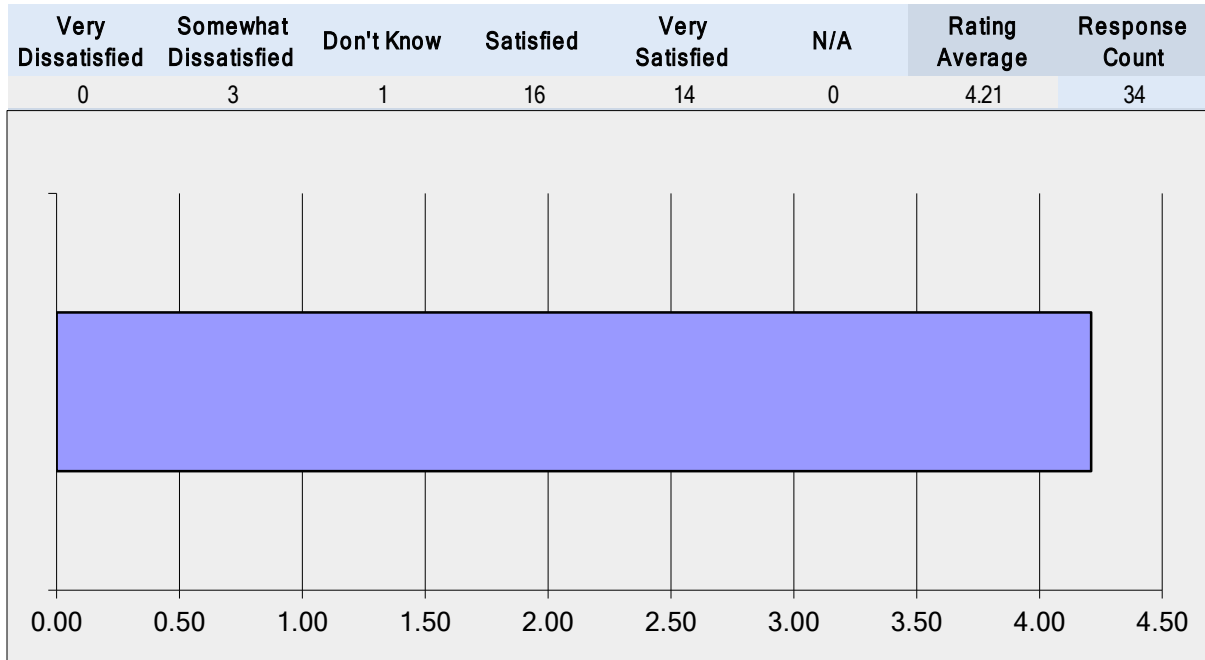
Speed of the Permit Application Process



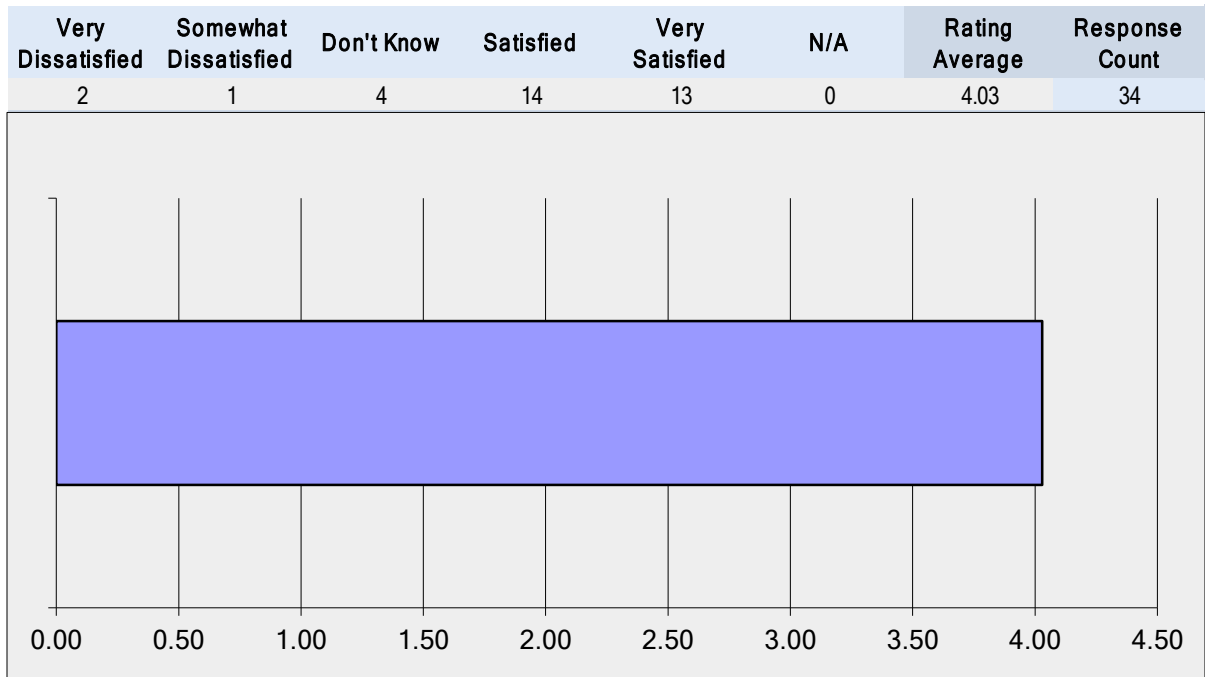
Reasonableness of Building Permit Review Fee (\$0.14/sq. ft.)



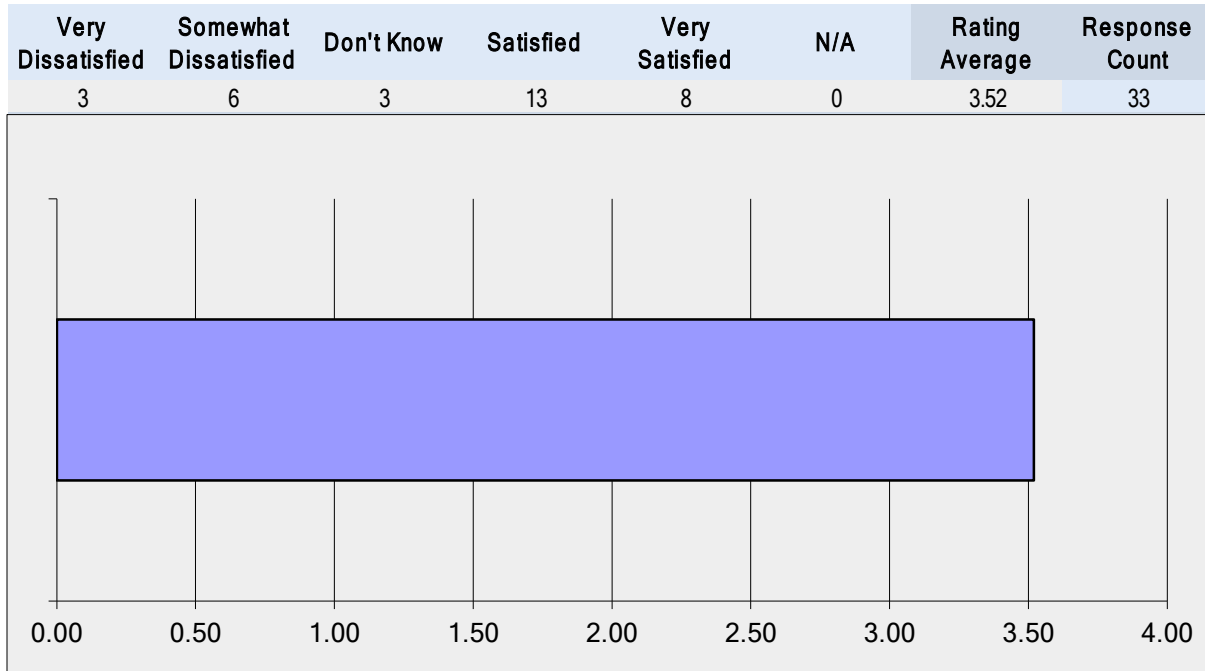
Overall Experience with the Building Permitting Process



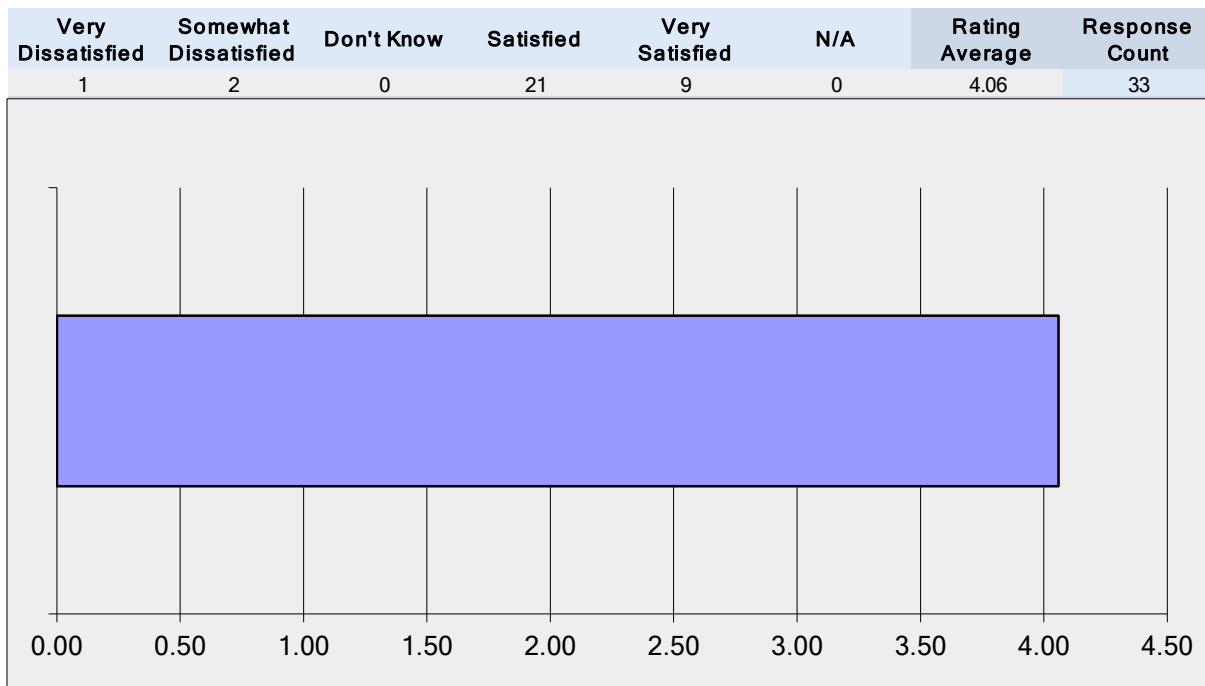
Ease of Scheduling an Inspection via the Automated Phone Line (IVR)



Timeliness of Inspections

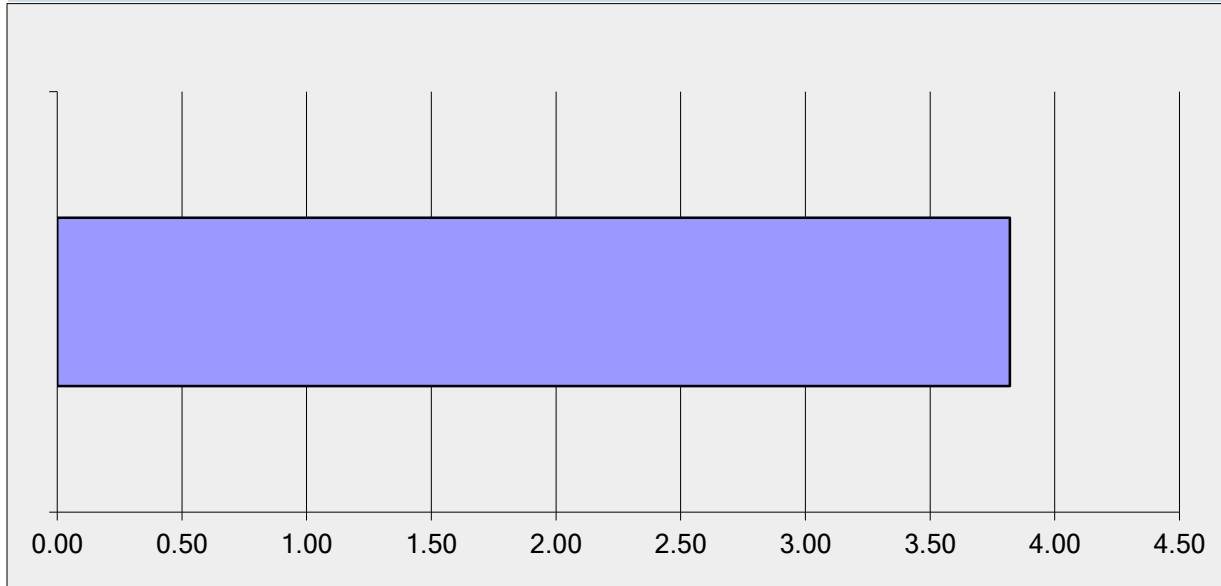


Inspector's Application of Codes and Ordinances



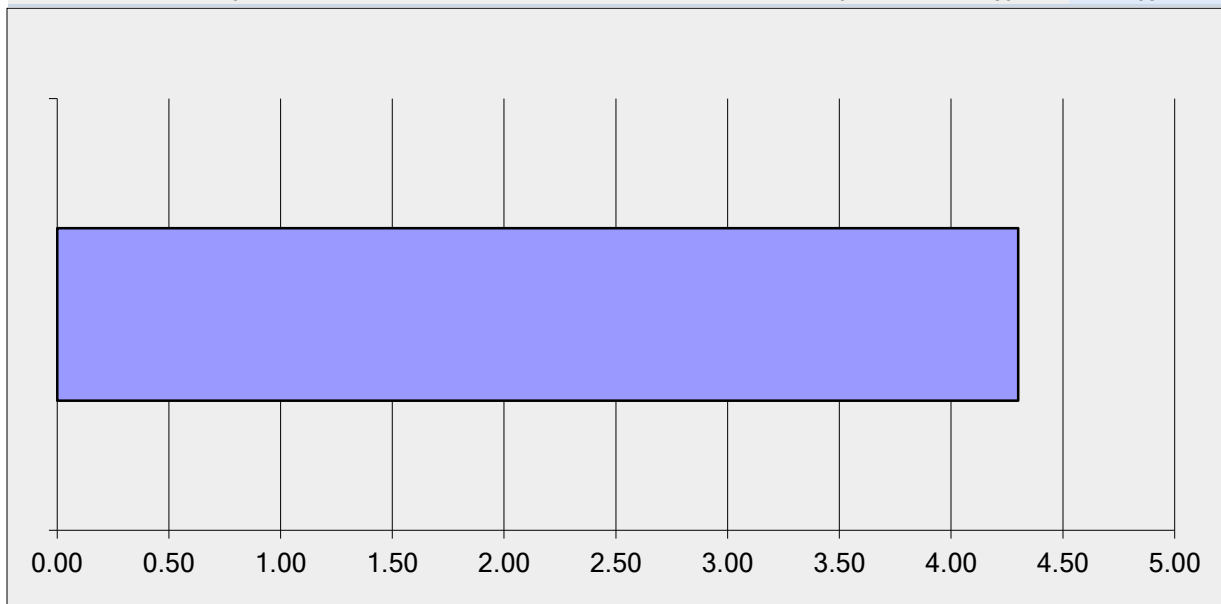
Consistent Interpretation of Codes by the Inspectors

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
0	5	3	18	7	0	3.82	33



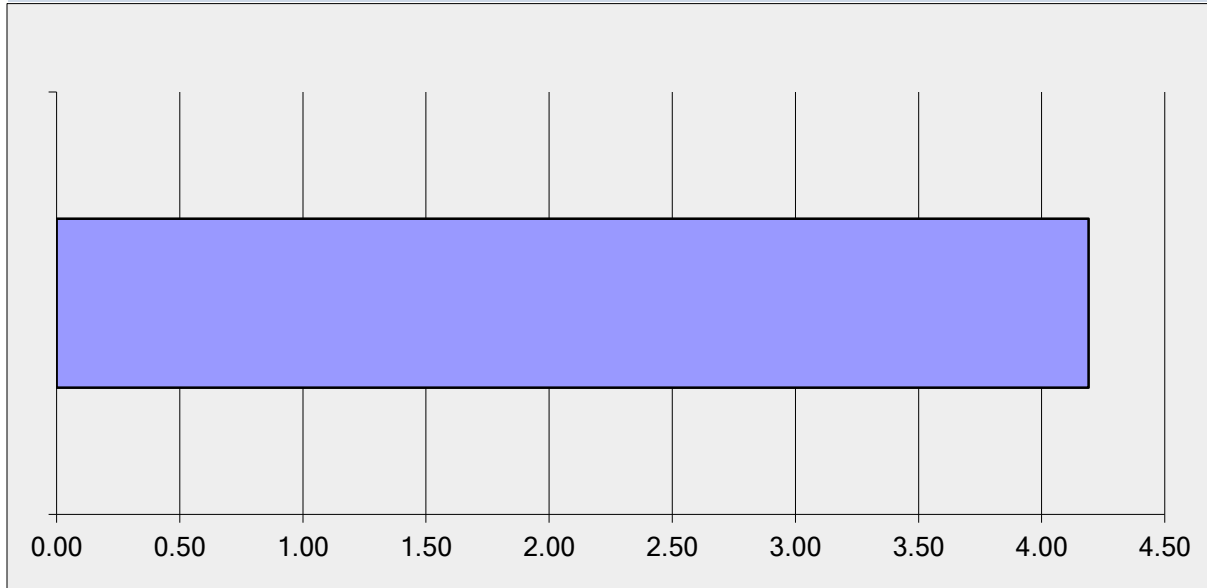
Professional Demeanor of the Inspectors

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	0	1	17	14	0	4.30	33



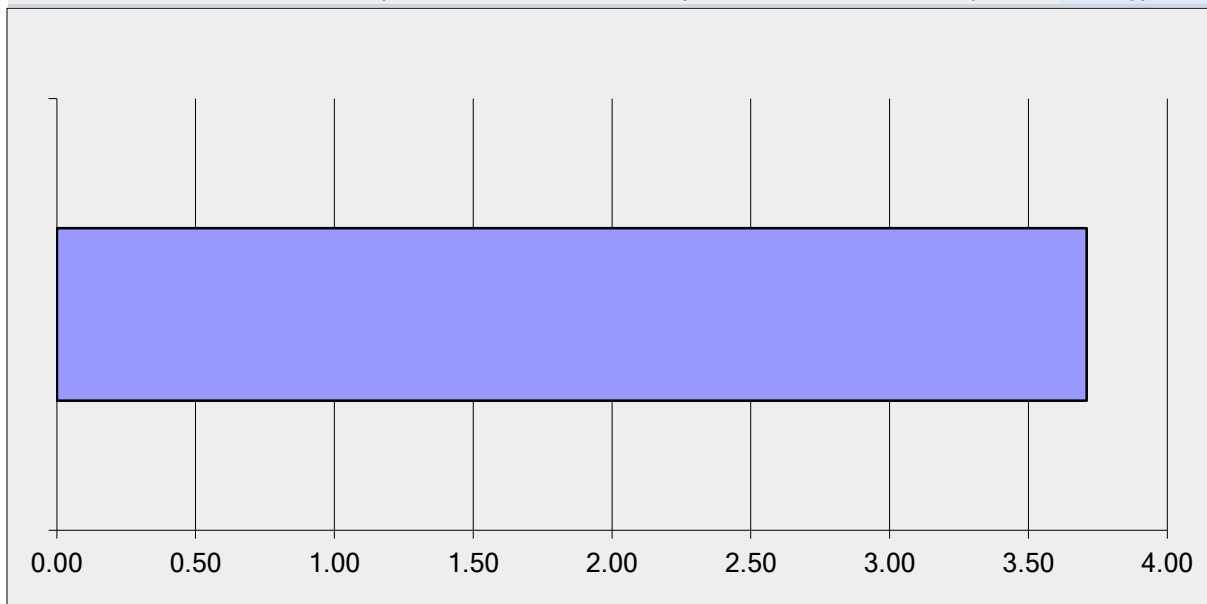
Ease in Obtaining a Certificate of Occupancy

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	2	1	14	14	0	4.19	32

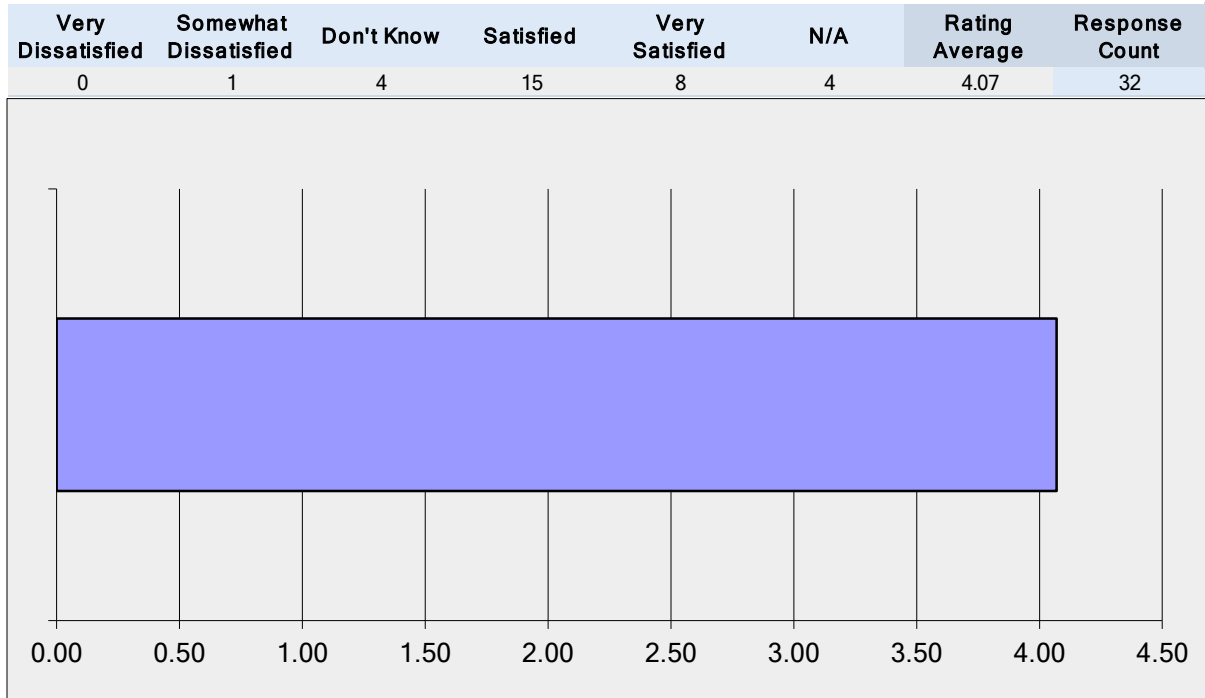


Overall Experience with Electrical Inspections

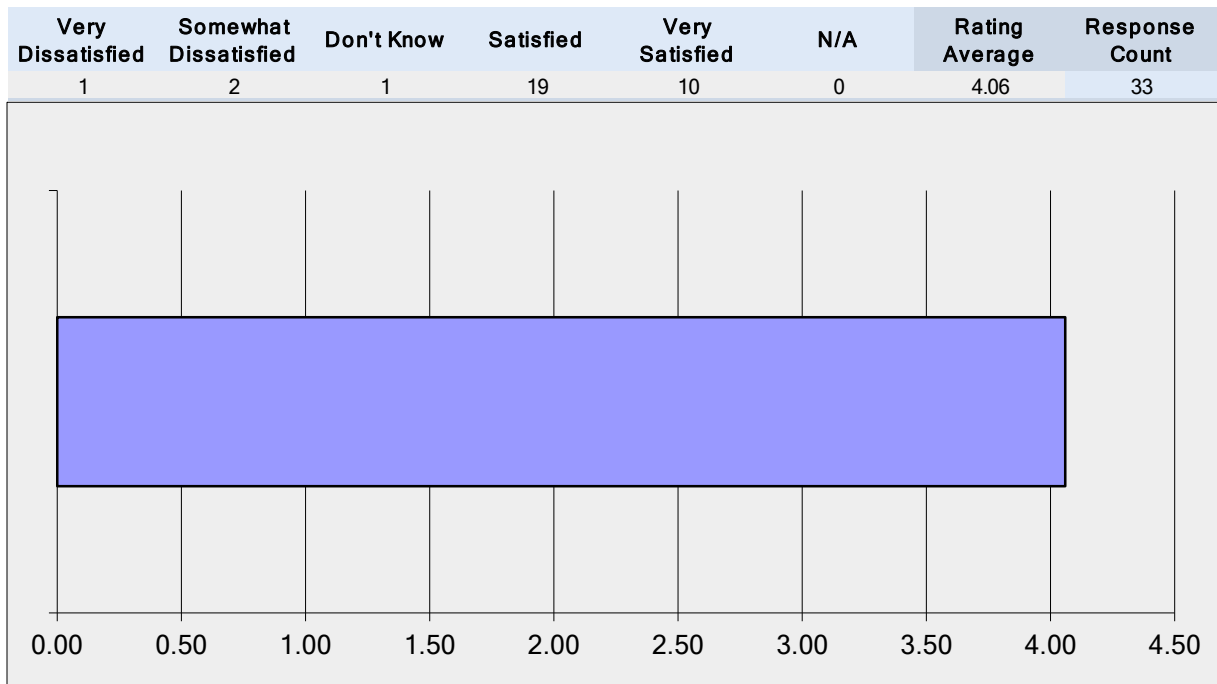
Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
2	4	3	14	8	2	3.71	33



Overall Experience with Mechanical Inspections

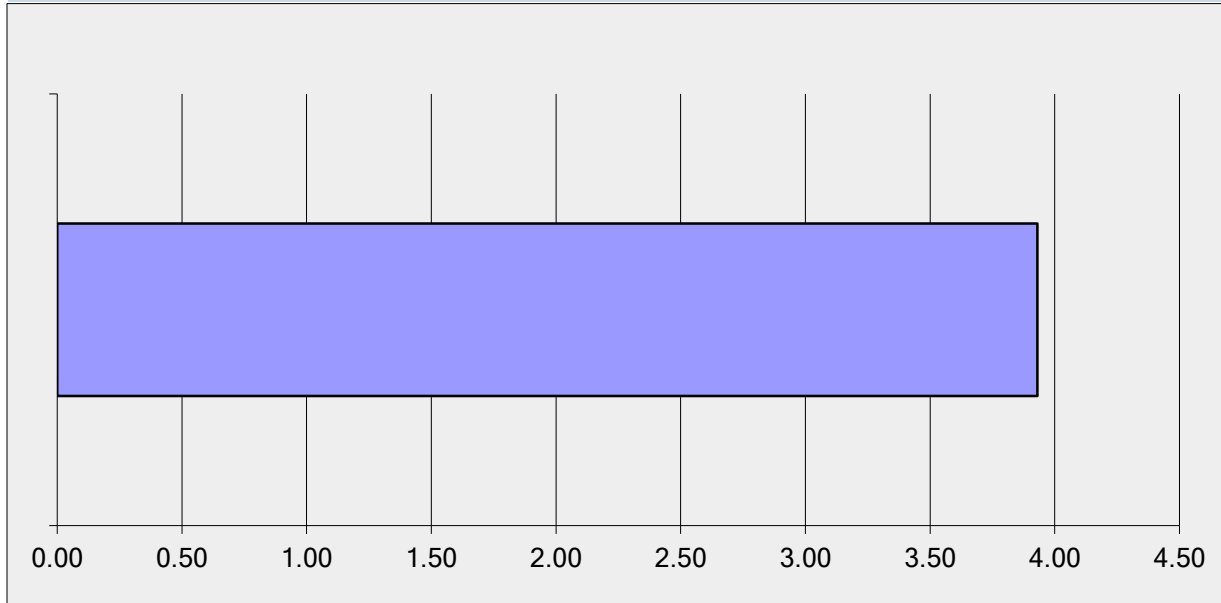


Overall Experience with Building Inspections



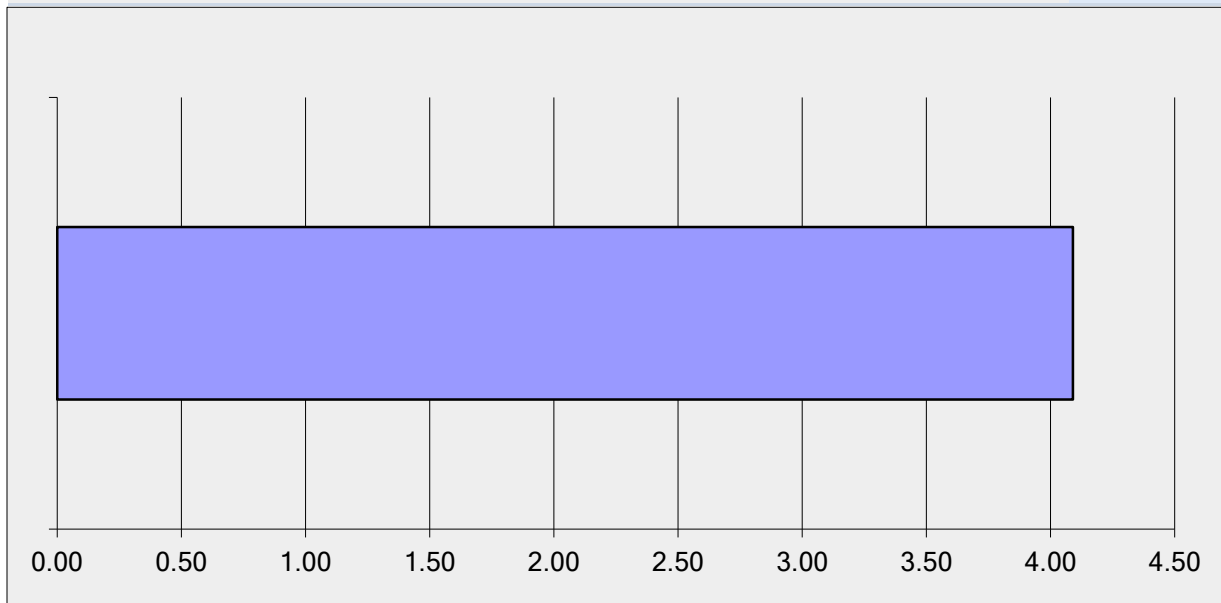
Overall Experience with Plumbing Inspections

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	0	5	16	6	5	3.93	33



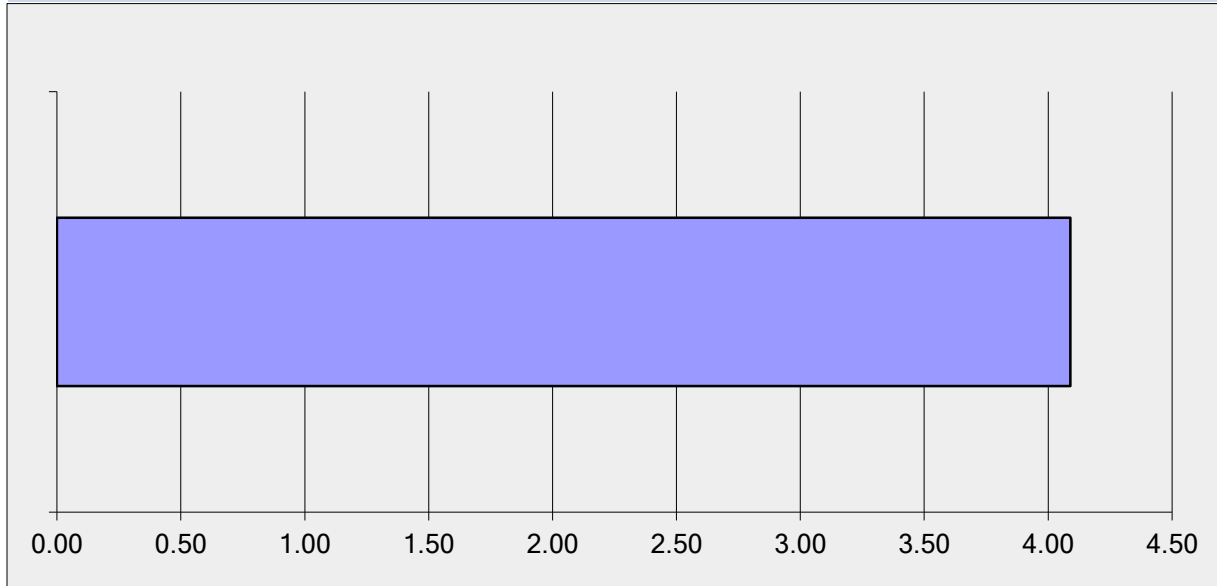
Overall Experience with Fire Inspections

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
2	2	1	13	14	1	4.09	33

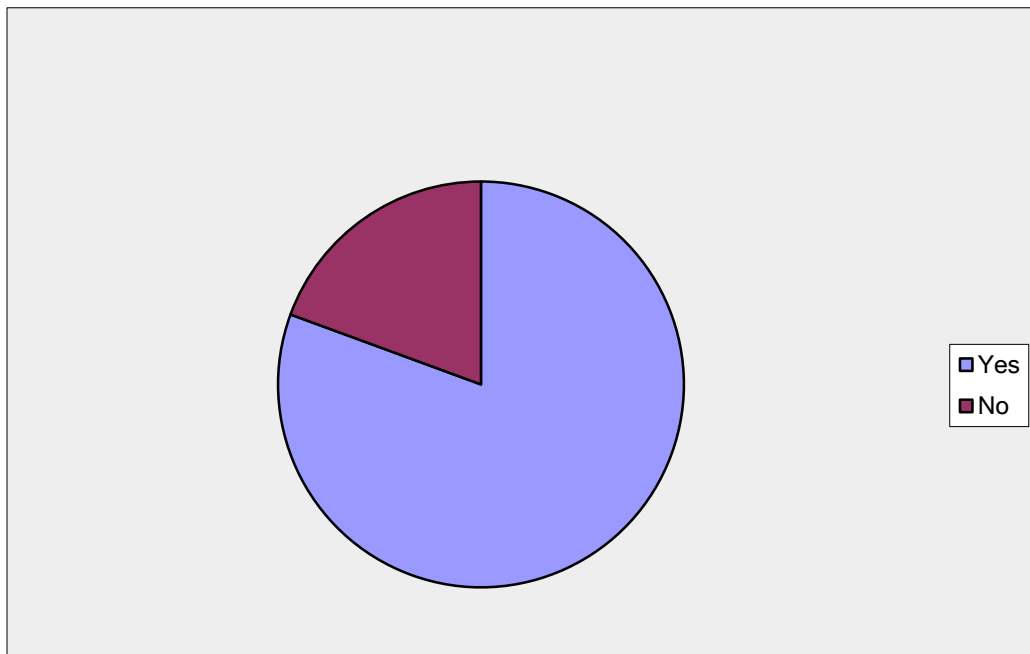


Overall Experience with the Entire Inspection Process

Very Dissatisfied	Somewhat Dissatisfied	Don't Know	Satisfied	Very Satisfied	N/A	Rating Average	Response Count
1	2	0	20	10	0	4.09	33

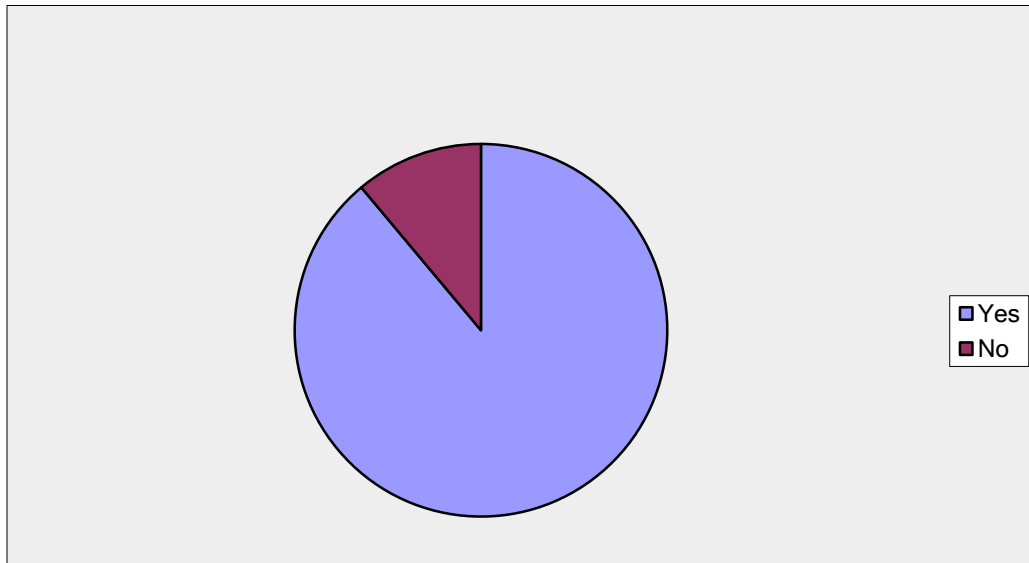


During the Course of Your Project, Did Any of Your Work Initially Fail to Pass an Inspection?



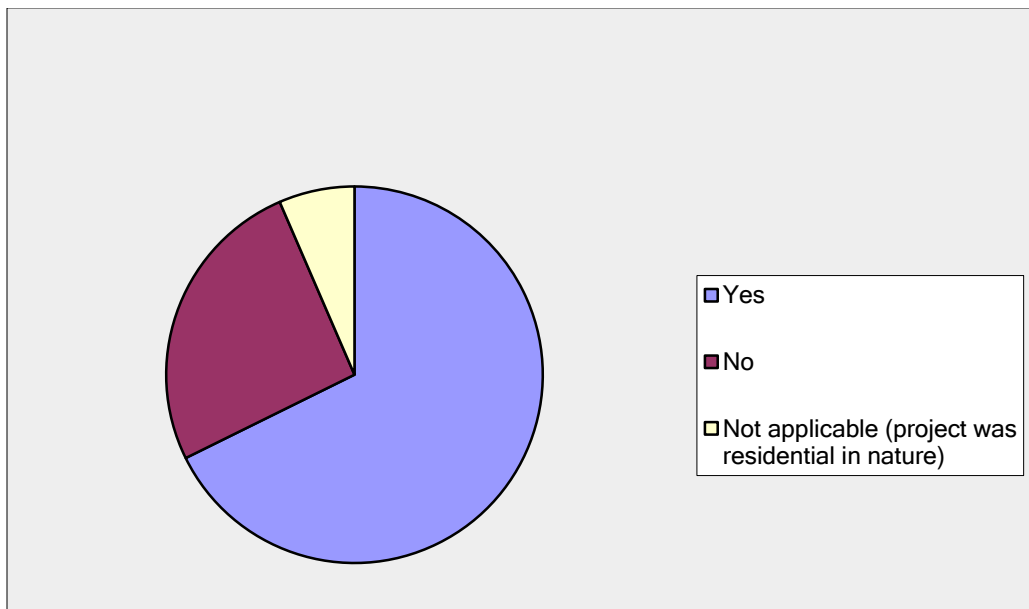
Yes	80.6%	25
No	19.4%	6

If “Yes” to Question 21, Did the Inspector Sufficiently Explain Verbally or in Writing the Reasons Why the Work Failed to Pass?



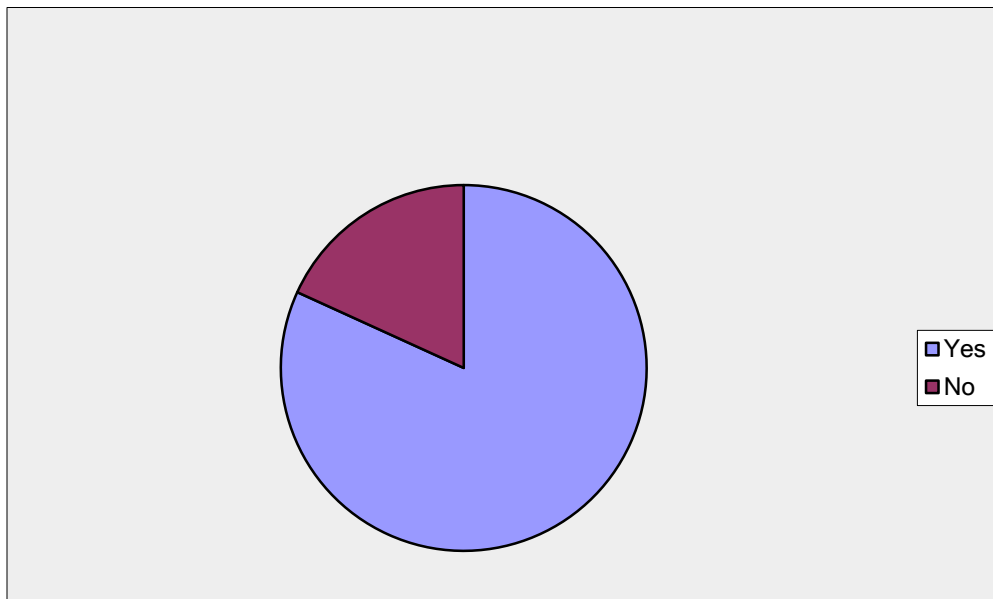
Yes	88.9%	24
No	11.1%	3

If the Project was Non-Residential in Nature, Did You Pass the Initial Final Inspection that Leads to Issuance of a Certificate of Occupancy?



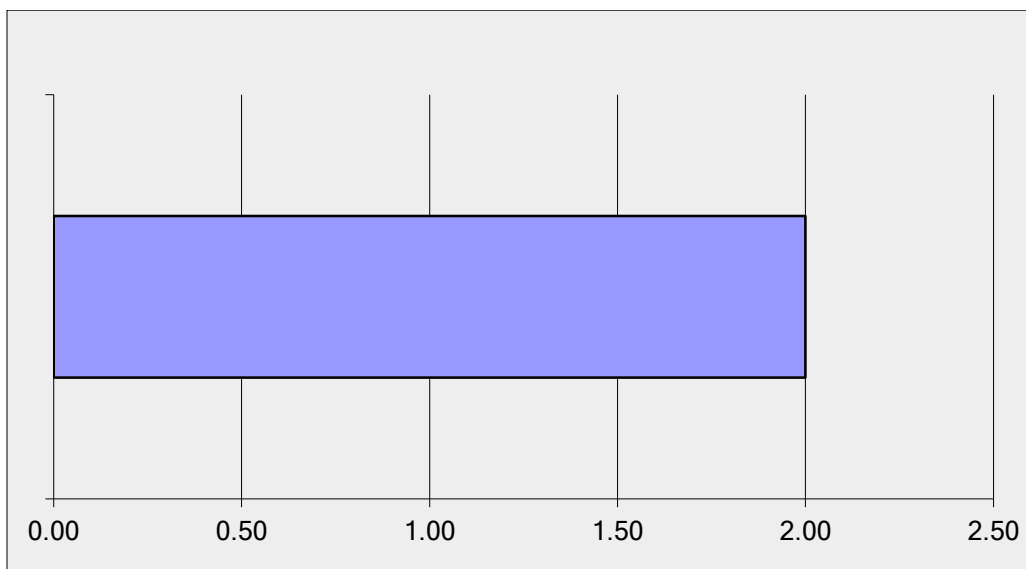
Yes	67.7%	21
No	25.8%	8
Not applicable (project was residential in nature)	6.5%	2

If You Answered “No” on Question 23, Did the Inspector Sufficiently Provide Information Regarding the Conditions for Receiving a Temporary Certificate of Occupancy?



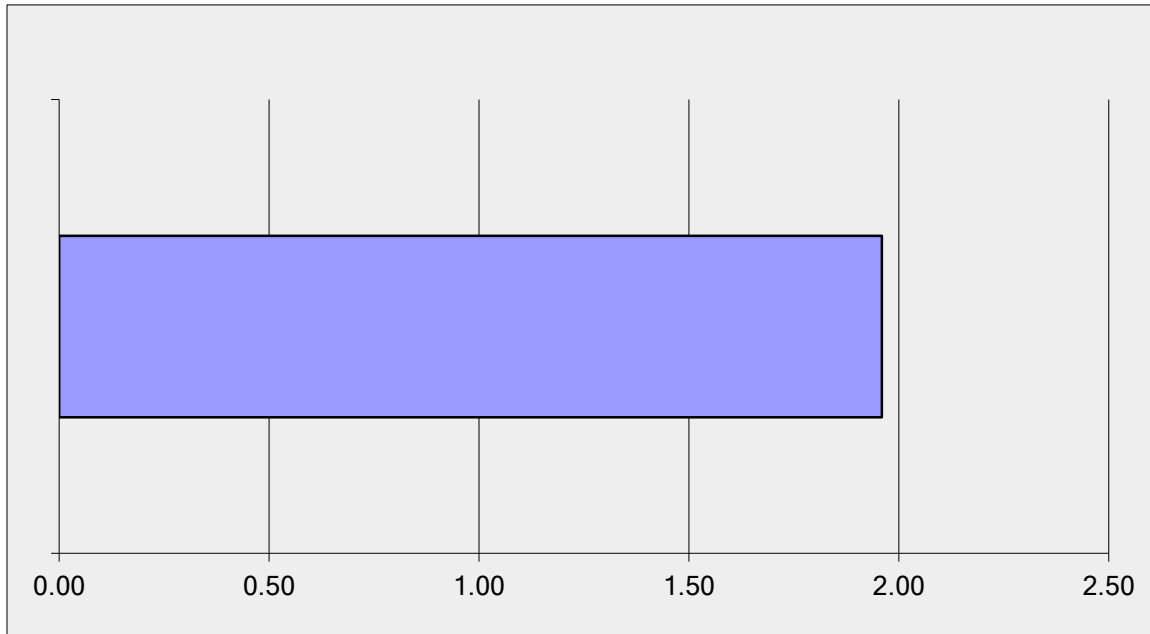
Yes	81.8%	9
No	18.2%	2

Cost of Building Review Fee



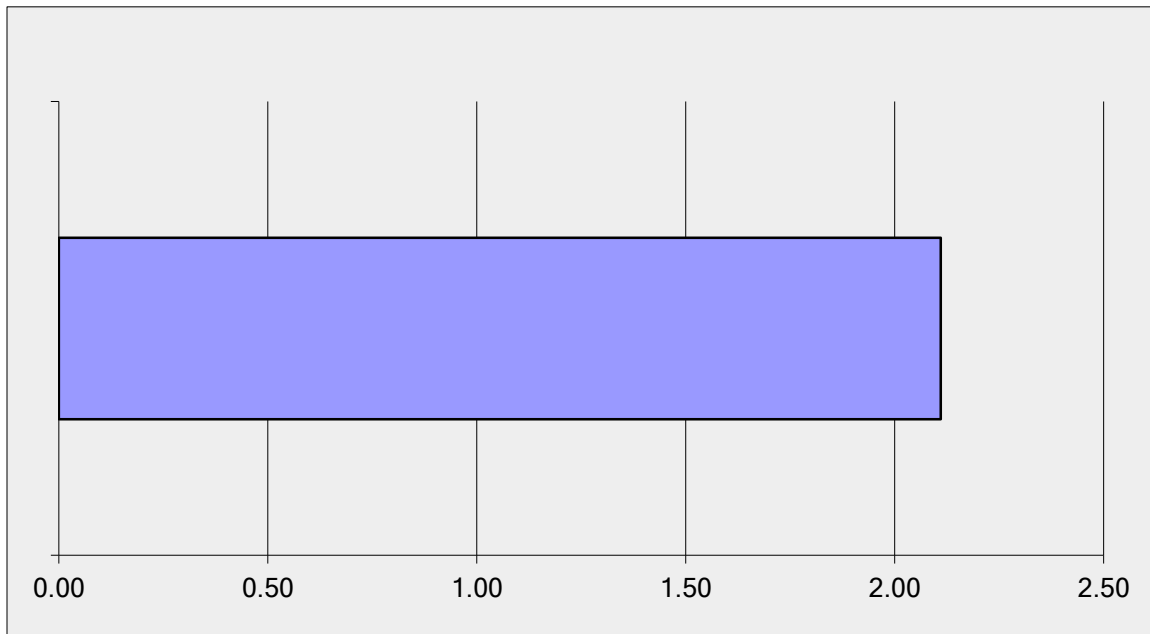
Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
5	14	5	7	2.00	31

Length of Permitting and Inspection Process



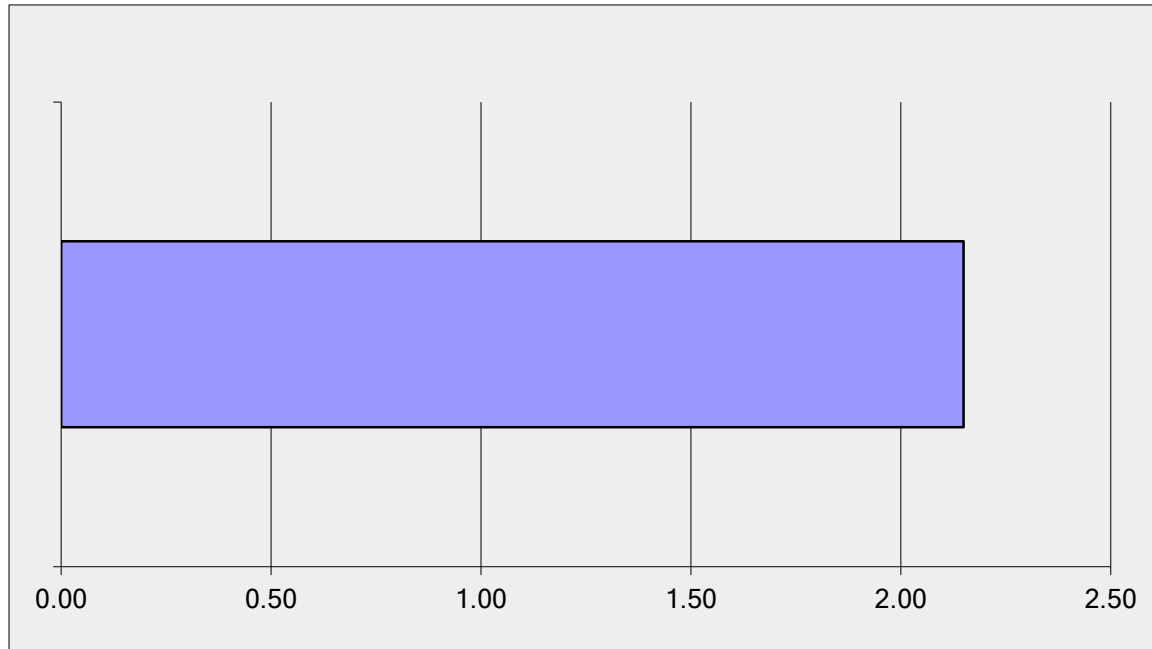
Answer Options	Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
	7	14	6	4	1.96	31

Permitting & Inspection Process Requirements



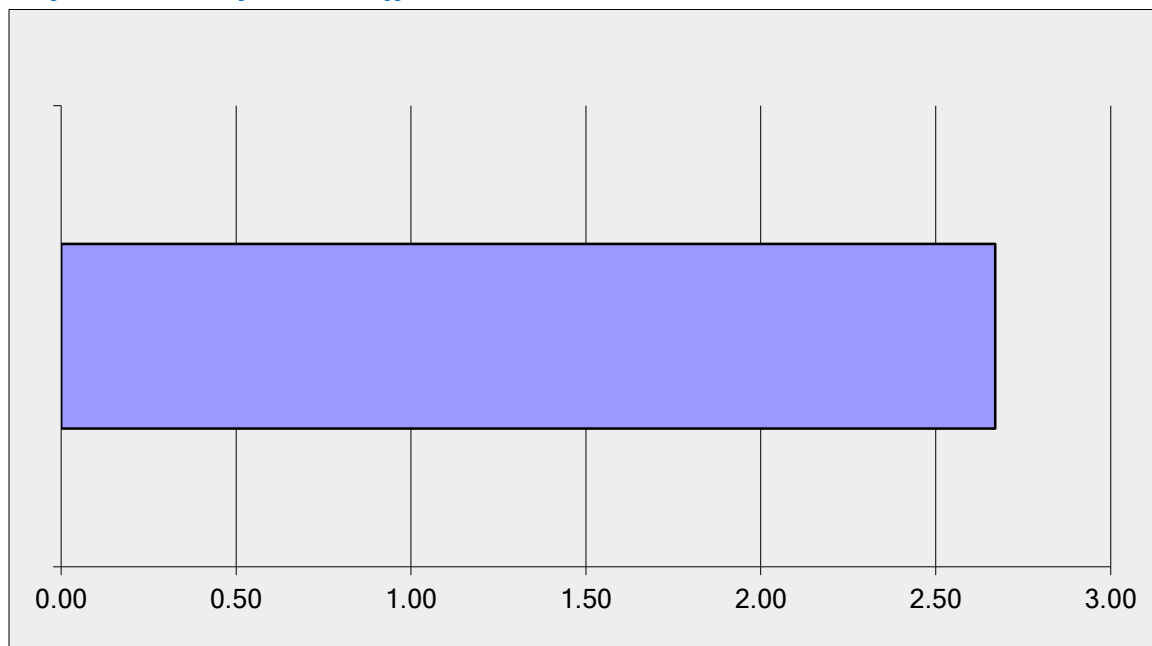
Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
3	18	6	4	2.11	31

Consistency in Building Code Interpretation



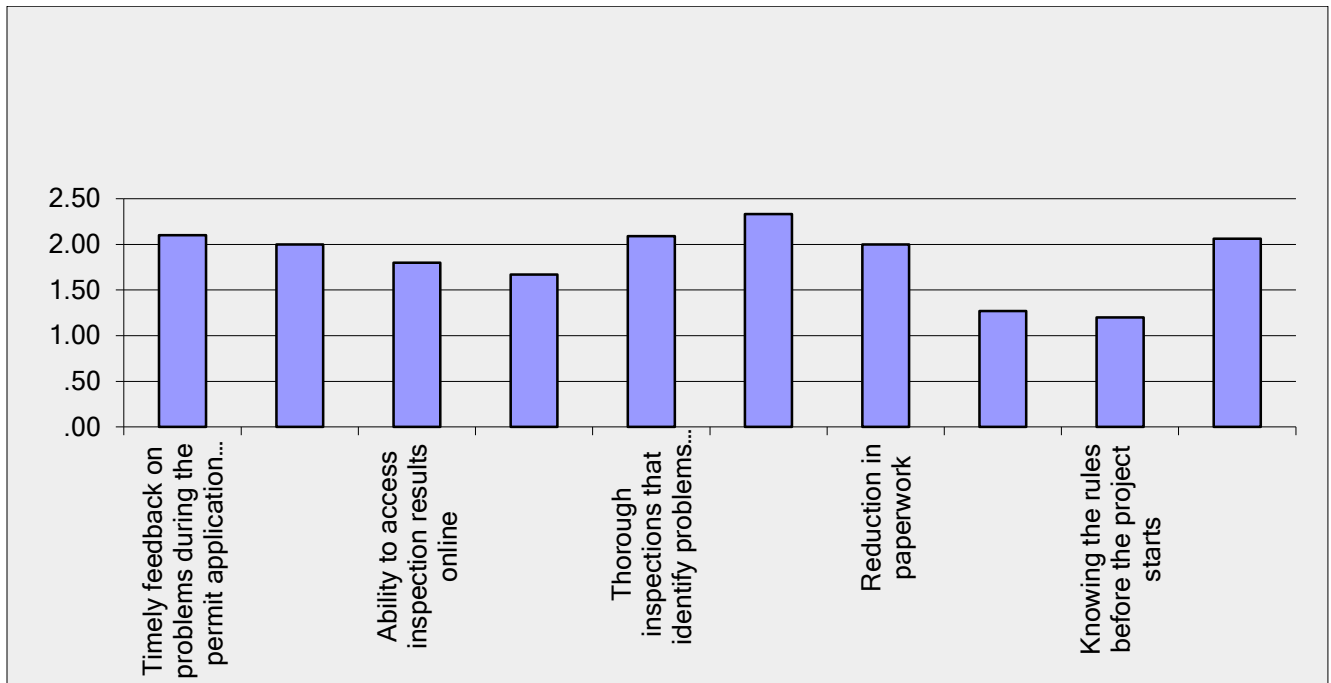
Answer Options	Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
	3	16	7	5	2.15	31

Professionalism of Entire Staff



Worse than most cities	About the same as other cities	Better than most cities	N/A	Rating Average	Response Count
0	9	18	4	2.67	31

Considering Your Building Experiences in the City of Norman and Elsewhere, of the Qualities Listed Below, Please Rank the Top Three Qualities/Factors?



Answer Options	Response Average	Response Total	Response Count
Timely feedback on problems during the permit	2.10	21	10
Consistent interpretation of the codes	2.00	28	14
Ability to access inspection results online	1.80	9	5
Reasonableness of permit fees	1.67	5	3
Thorough inspections that identify problems the first	2.09	23	11
Willingness of the inspector to consider alternative	2.33	28	12
Reduction in paperwork	2.00	4	2
Speed of the plan review process	1.27	14	11
Knowing the rules before the project starts	1.20	6	5
Definite times when requested inspections will take	2.06	35	17